

What is Northern RACE (Rapid Access to Consultative Expertise)?

Northern RACE is an advice line to support primary care providers in Northern BC. Northern specialist physicians provide **support for non-emergent, patient-related questions**. Information and updates on Northern RACE are on the Northern Health (NH) Physicians website under [Physician Resources - Northern RACE](#).

Benefits for Patients

- They can access specialist care sooner and, in some cases, closer to home
- Reduces the potential negative health effects of waiting to see a specialist in person
- Helps them avoid travel
- Lets them be involved in their own care (e.g., if a RACE call is made while the patient is in the office).

Benefits for Physicians and Nurse Practitioners

- Speaking directly with specialists for non-emergent clinical questions
- Getting advice quickly – specialists usually return calls within 2 hours
- Guidance for best interim care, work-up and testing
- Help with plan of care
- Enhanced ability to manage the patient in their own office
- Learning opportunities
- A more supportive environment for dealing with complex patients
- Specialists who understand the context and resources available in the North – they're familiar with patient/community details, or can expedite referrals.

Benefits for Specialists

- A deeper sense of camaraderie and connection with healthcare practitioners in the North;
- Builds trust in referrals to specialists in the North
- An opportunity for peer education
- Increased access to specialist support without increasing the burden on on-call specialists
- Ability for delayed response increases the quality of answer – e.g., specialists can provide a more informed consultation that can include patient history and data.

Northern RACE

Toll free: 1-855-605-RACE
(1-855-605-7223)

Physician and Nurse Practitioner Checklist

Expectations

As a user of Northern RACE, you're expected to work with specialists in providing professional, reliable care for your patients. The specialists will make every effort to connect with you within 2 hours; however, we appreciate your understanding in situations where they're busy helping others and take more time to answer your call.

The following checklist will help guide you through the Northern RACE call experience. We want to ensure Northern RACE provides the best service possible and need your help in making this possible – please contact the Northern RACE line manager at RCD.Communications@northernhealth.ca.

When Making a Call

1)	Provide Information To provide the best support possible to your patient, the specialist needs specific information at the start of each call.
<input type="checkbox"/>	Your name and contact information - the best number for the specialist to reach you at directly.
<input type="checkbox"/>	Who you're calling about. (Patient info, demographics, etc.)
<input type="checkbox"/>	What you're calling about. (consult, advice, etc.)
<input type="checkbox"/>	Is the patient listening to the phone call? Waiting in the office?
2)	Establish the Call Expectations It's important to give the specialist a clear, concise indication of your expectations for the call.
<input type="checkbox"/>	Have you confirmed the expectations of the call with the specialist?
3)	Follow-up Plan A follow-up plan is a very important part of the process. Before ending the call, it's important to ensure a solid plan is in place and that the specialist agrees with it.
<input type="checkbox"/>	Did you agree to a follow-up plan?
<input type="checkbox"/>	Did you make note of the follow-up plan in the patient's file?